



STATE OF TENNESSEE
BUREAU OF TENNCARE
DEPARTMENT OF FINANCE & ADMINISTRATION
310 Great Circle Road
NASHVILLE, TENNESSEE 37243

Automated Voice Response System (AVRS)

As an approved Provider, you have been assigned a Personal Identification Number that will be used to access your Medicaid information through the AVRS.

Your PIN is for the purpose of accessing the Automated Voice Response System (AVRS). In order to verify Medicaid information by telephone, this PIN will be required. Any questions regarding this PIN and use of the AVRS should be directed to Customer Service at (615) 741-1001 – Option 3.

It is recommended that you store your PIN in a safe place since it will be needed to access the system. Also please note that you may establish a PIN because you are permitted to utilize the system and data for your provider number.

The relationship between you and TennCare, established by your current Provider Contract, allows you, as a provider, to use the AVRS. All Medicaid data accessed over the AVRS should be treated with the same proper control and care as other information received from TennCare. As always, we value your contribution to the TennCare Program and hope that you find the AVRS beneficial to your daily business activities.

AUTOMATED VOICE RESPONSE SYSTEM (AVRS)

(800) 852-2683 (Toll Free)

(615) 741-6669 Nashville, TN (local)

The Automated Voice Response System is accessed by calling the above listed local or toll-free phone number. During or after the greeting, select provider by pressing one (1) to advance to the AVRS main menu.

At the AVRS main menu, you may select to hear how to access information via our website, hear an explanation of special automated voice response system features or continue to the provider identification menu.

Once at the provider identification menu, you will need to identify yourself as a Provider, Pharmacy or Managed Care Contractor by selecting the appropriate selection followed by the pound sign (#).

Next, you will be prompted to enter your identification number (Medicaid Id or NABP Number) followed by the pound sign (#). If your identification number contains an alpha character, the alpha character must be converted numerically for entry on the telephone keypad. Use the chart below to convert any alpha characters in your identification number.

A=*21	D=*31	G=*41	J=*51	M=*61	P=*71	S=*73	V=*83	Y=*93
B=*22	E=*32	H=*42	K=*52	N=*62	Q=*11	T=*81	W=*91	Z=*12
C=*23	F=*33	I=*43	L=*53	O=*63	R=*72	U=*82	X=*92	

After entering your identification number, enter your four-digit AVRS PIN followed by the pound sign (#).

Next, enter a transaction code followed by the pound sign (#).

Provider and Pharmacy Main Menu Transaction Codes:

Enrollee Eligibility Inquiry, press 1#

Provider Check Write Inquiry, press 2#

Claims Inquiry, press 3#

Change AVRS PIN, press 4#

Request paper copy of RA, press 5#

Managed Care Contractor Main Menu Transaction Codes:

Enrollee Eligibility Inquiry, press 1#

Change AVRS PIN, press 2#